Naval Medical Center Portsmouth

Navy Medicine
Senior Leaders' VTC

7 October 2003

RDML T. K. Burkhard, Commander

Typical day at NMCP

Hurricane Isabel - 18 Sep 03, 1400

Readiness

Hurricane Isabel

- Winds 65-75 mph, gusts to >100 mph
- Damage estimated at $300K
- Branch Medical Clinics hardest hit with power outages
- 206 patients onboard; 32 births
- Housed 30 pregnant mothers with families
- Sheltered many other visitors

Component UIC's/ Personnel Deployed

Personnel	Assigned	Deployed
Fleet Hospital Portsmouth	742	247
2d Marine Division	89	60
2d FSSG	142	82
CRTS-2 & 4	145	101
CRTS-6	75	56
Fleet Hospital Pensacola	42	12
4th FSSG	39	39
USNS COMFORT	19	19
Miscellaneous Units	156	24
Total	1360	640

Reserve Backfill Breakdown

MC	49	
MSC	14	
NC	68	
HM / 0000		52
HM / Other	44	
Total	229	

Readiness

DVATEX Review

- Emergency Management Plan exercised – “exceptional”; “model way to conduct emergency management business”
- Score of 46 on HEAT – “highest score of facilities examined so far”; “remarkable score”

Readiness

Disaster Planning

- Active relationship with Hampton Roads Metropolitan Medical Response System
- Large-Scale WMD Drill with community involvement in December 2002
- Statewide Biological Drill in October 2003
- Full-time Command Emergency/Disaster Manager

Access to Care

Open Access Initiative

- Two-day training seminar by Dr. Murray, national consultant on advanced access
- 12 Teams (3-5 person), both primary and specialty care trained
- Established initial goals for implementation of open access and reduction in patient backlog

Access to Care

Appointment Call Center

- 70 person call center housed at NMCP
- Telephone upgrades funded and in the process of procurement by NAVMEDLOGCOM
- Call Center Administrative GS Positions (4) Unfunded:
  - ✓FY04 Estimated Cost $157K (1400 hours)
  - ✓FY05 Estimated Cost $ 242 K (2080 hours)

New Initiatives / Optimization

- Cardiothoracic Surgery
  - ✓Staff on board…anticipate start-up Dec/Jan
- Radiology Residency
  - ✓Start-up July ’03
- Maternal-Fetal Medicine
  - ✓Multiple Customer-Service Initiatives
  - ✓Approx 320 births/month
- Musculo-Skeletal Amb. Surg. Center
  - ✓Stand-alone out-pt surgery center

New Initiatives / Optimization

- Magnet Designation for Excellence in Nursing
  - ✓ Application submitted May 2003
  - ✓ Expect summer 2004 site visit
  - ✓ Anticipate designation summer/ fall 2004

CHCS II

Current status

- Deployed to 10 clinics in CHC and 3 BMC
- Sustainment phase of limited deployment
- Current data indicates continuing performance improvements

Current concerns

- H&P templates still awkward
- Coding dropout of some encounters

Patient Safety

Leveraging Technology for Patient Safety

- Pharmacy PYXIS investment
- Web-based privileges allows staff to view core and supplemental privileges on any provider
- Moderate Sedation and Fluoroscopy certification & credentialing
- Implementation of Chemo FEMA resulted in 75% decrease in administration errors

Healthcare Business Operations

Provider Productivity Initiatives

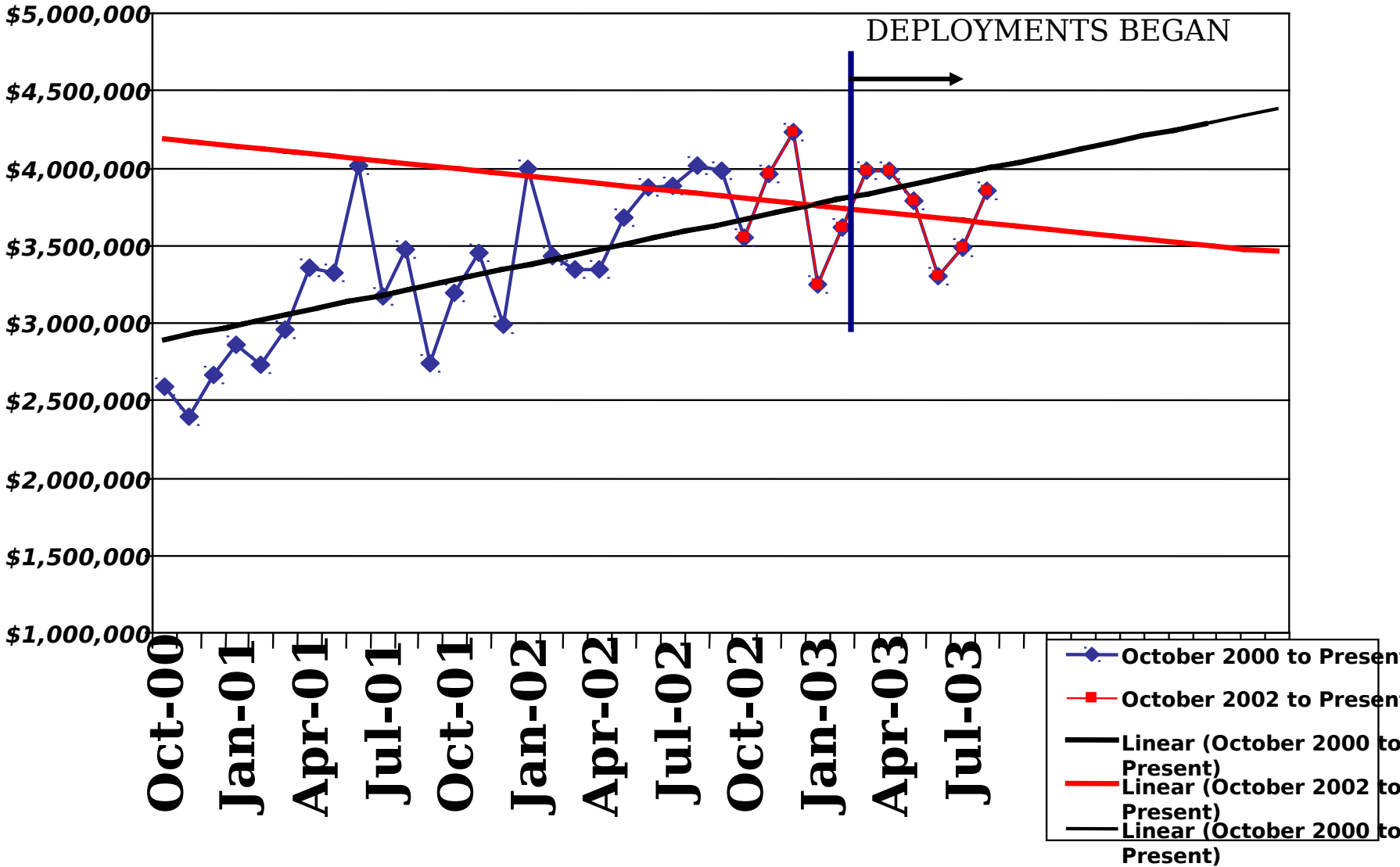
- Benchmark used is MGMA data (75 percentile)
- Primary care at 25 pts/day
- 36 bookable clinical hours per week.
- Fixed FTE allotments based on admin. duties
- The military work week is not “set” at 40 hours.
- Met with > 50% outpatient clinics (79) and estab. clinic capacity, network recapture potential and open access potential

Healthcare Business Operations

Revised Financing in Action

- FY 02 NMCP revised financing costs for Civilian ED - $6.5 million
- Increased Primary Care templates at Branch Medical Clinics
- Opened Acute Care After-Hours Clinic at the Boone Branch Medical Clinic.
- Resultant recapture of approximately 1.5 million since inception.

Revised Financing Cost Trends

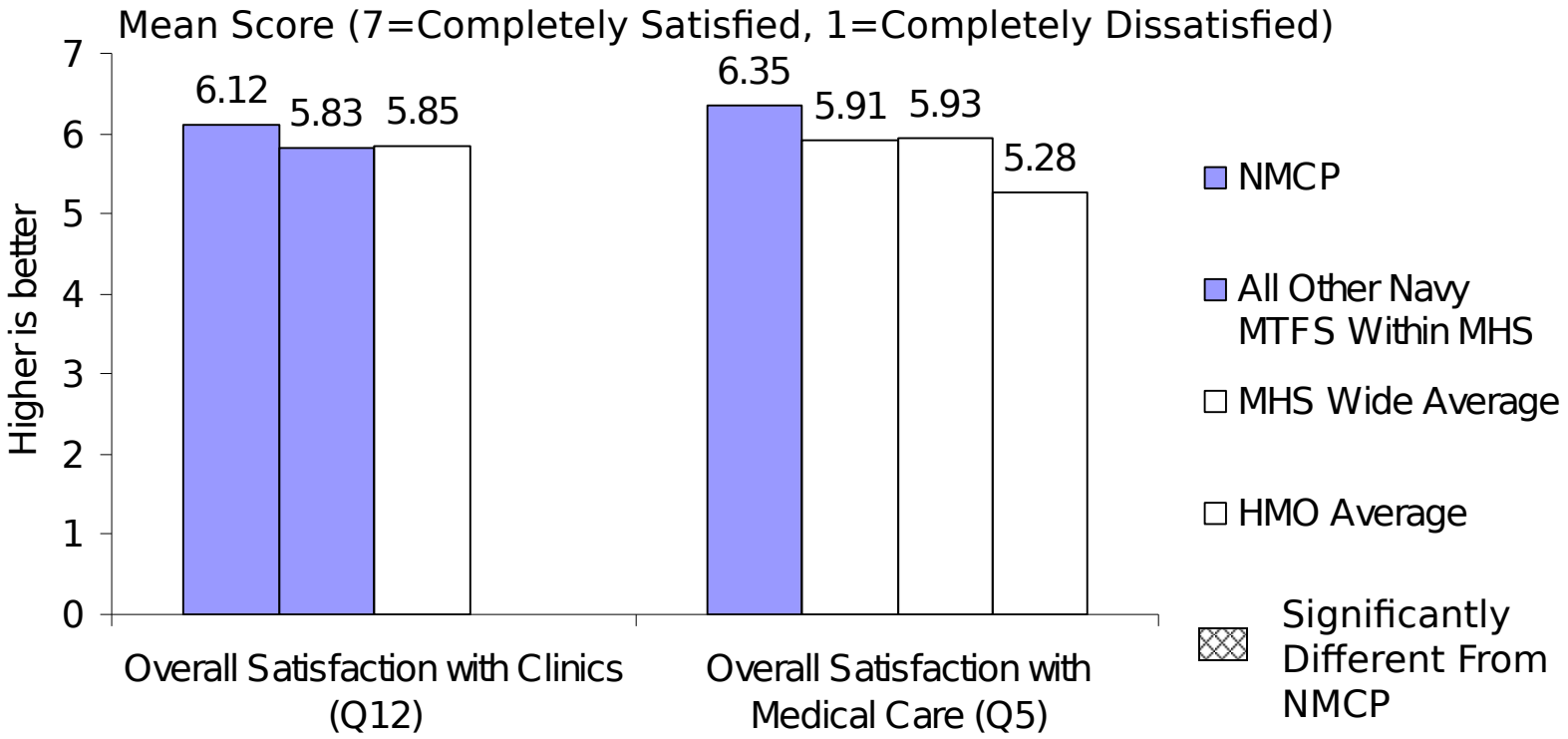


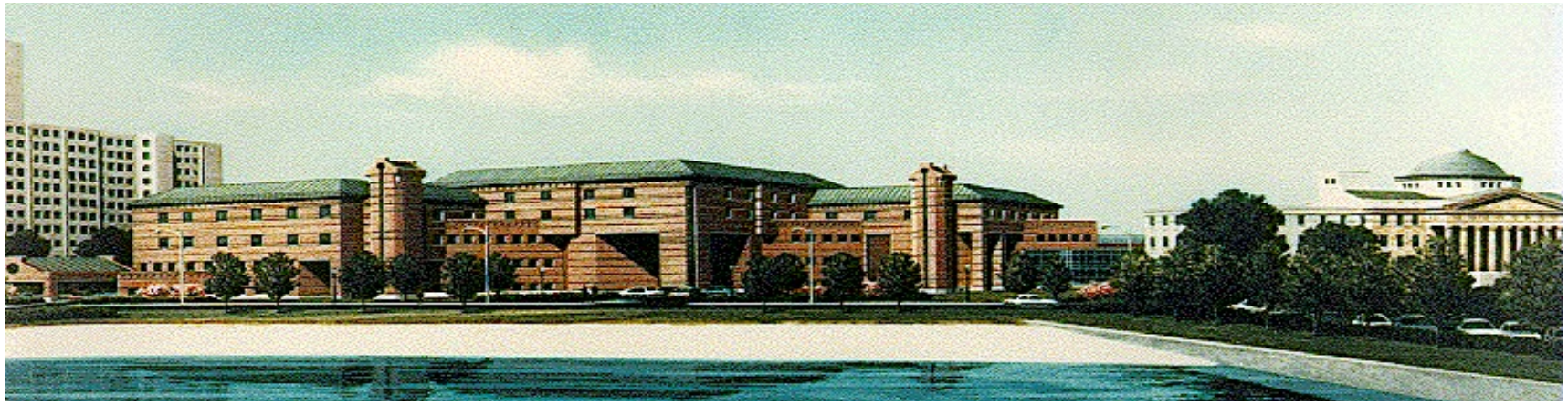
JCAHO / IG Survey
July 2003

- JCAHO: Score 96, no Type I Findings
  - "***Having no Type 1's is a remarkable achievement***"
- "***This is the best bricks and mortar facility I have ever seen, clearly in the top 1% of the national healthcare facilities***."
- MEDIG: Score: "Satisfactory" ("***A Benchmark tertiary care MTF***")
- CAP/AABB (SEPT/03): Successfully passed with minor discrepancies

Patient Satisfaction Report

Patient Satisfaction Report: Apr/May/Jun 2003





Naval Medical Center Portsmouth
“First and Finest”

Questions?